



TELECOMMUNICATIONS DIVISION

601 Sequoia Pacific Boulevard • Sacramento, CA 95814-0282 • (916) 657-9903

April 18, 2000

TO ALL PSAP MANAGERS AND 9-1-1 COUNTY COORDINATORS:

SUBJECT: 9-1-1 Program Office Policies and Procedures

The purpose of the letter is to provide Public Safety Answering Points (PSAPs) with guidelines and clarification concerning some of the 9-1-1 Program Office policies and procedures.

As some of you are already aware, the 9-1-1 Program Office is reviewing its internal processes to identify efficiencies that can be implemented to minimize delays in processing reimbursements to PSAPs as well as invoice payments to vendors and service providers. As part of this process, we are also reviewing how we can better manage and plan for our annual request for appropriation and how we can maximize the effectiveness of the 9-1-1 fund. Some of this we can accomplish on our own, but for most if it we need your help.

We all know how important 9-1-1 funding is to the success of the program. In order for the 9-1-1 Program Office to continue meeting our commitment to you, we must be able to plan for upcoming expenditures for 9-1-1 system changes and upgrades. The dollars we remit to you and the service and equipment providers this fiscal year were identified and requested 18 months ago through the normal state budget process. Unfortunately, we have not been very successful at guessing what reimbursement requests will arrive in 18 months; therefore, we have gone over budget in each of the past several years. The 9-1-1 Program Office has had to request a deficiency augmentation through the Department of Finance (DOF) and the Legislative Analyst's Office (LAO) just to meet current year payment of invoices and reimbursements. While they have been sympathetic in the past and approved our requests, this year DOF and LAO have informed us that we must plan better for our reimbursements, as they will not continue to approve deficiency requests.

We are asking that PSAPs begin to plan for upgrades and changes to their 9-1-1 system during the same cycle in which you are required to plan for your agency's own procurements or facility moves. If your agency's cycle is less than 18 months, we would like to know as soon as you become aware of plans for modifying or upgrading. The sooner you inform us, the better able we will be to plan for funding your system.

The 9-1-1 service providers and equipment vendors serve a very valuable purpose by providing technical advice and expertise. However, please bear in mind that the utility companies and vendors are not agents of the 9-1-1 Program Office. They do not have the authority to approve any 9-1-1 service or equipment for state funding, nor do they speak for the Program on funding issues. All funding authorizations are approved through the state 9-1-1 Program Office. Please make sure you contact your assigned 9-1-1 Program Office analyst before signing ANY

document committing to the installation of 9-1-1 service or equipment. Not doing so could make your agency liable for thousands of dollars worth of equipment not reimbursable through this office.

If you have any questions, please do not hesitate to contact me at (916) 657-9911, Renee de la Rosa at (916) 657-9180 or John Marengo at (916) 657-9236.

Sincerely,

Daphne Rhoe

DAPHNE RHOE
Acting 9-1-1 Program Manager

cc: 9-1-1 Service and Equipment Vendors